

MEMORANDUM FOR RECORD

SUBJECT: DDEAMC Patient Advisory Council Meeting, 29 June 2015

EXSUM: Some type of patient advisory council has always existed at DDEAMC, in various forms. After losing most of the members in 2014, the newly constituted council resumed meeting in June 2015, with its initial meeting held on 29 June 2015, 1500-1600 hours, in the HQ Conference Room. Fourteen attendees representing the below categories were present. Access to timely acute care was a theme during the meeting. One patient experienced an extended ER wait with young children when a clinic appointment was not available. Another theme was Continuity; a patient described having four different PCM in less than two years. Changes in providers were not known in advance of the scheduled encounter. Some technical issues were mentioned: one patient described an inpatient stay in which the nursing call lights were not working; requiring her to get up to find a nurse while in pain. The active duty member is also a unit rep; would like to meet off line to bring specific issues from the unit to management's attention. The members were not familiar with using online applications such as TRICARE Online (TOL) and Relay Health (AMSMS) as alternate means of scheduling appointments and communicating with their PCM. None of the attendees had used the Nurse Advice Line (NAL), and most were not aware it existed. The NAL number was provided during the meeting. Members are agreeable to using email for continued dialogue, and to give input as needed. Future meetings may benefit from having reps from Pharmacy and Facility Management, if only to answer questions. Face to face meetings will be held at least twice a year, but not more than 3-4 times a year, to minimize inconvenience to members coming from off post. As members leave, new members will be added. The number of attendees and number of patients attending, seemed optimal, and gave everyone a chance to speak during the one hour meeting.

Attendees:

2 Retirees/patients
2 Family Members/patients
Active Duty Member/patient
Primary Care Provider
Primary Care Nurse Manager
Primary Care Practice Manager
Inpatient Nurse Manager
Emergency Department Nurse Manager
Specialty Care Nurse
Patient Advocate Rep
Clinical Support Rep
Scribe

30 June 2015